

MEMORANDUM

10/25/2011

TO: George Griffin, Director, Department of Liquor Control
FROM: Chris Cihlar, CountyStat Manager
SUBJECT: DLC Performance Review

The following items were identified for follow-up during the 10/252011 CountyStat meeting:

1. Complete and transmit FY11 performance plan to CountyStat.
Responsible parties: DLC
Other parties involved: CountyStat
Deadline: 12/1/2011
2. Devise and implement strategies to improve wholesale customer satisfaction.
Responsible parties: DLC
Other parties involved: CountyStat
Deadline: 10/24/2012
3. Benchmark measurements against available national or major trade association data.
Responsible parties: DLC
Other parties involved: CountyStat
Deadline: 10/24/2012

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer